



**ORE VALLEY HOUSING ASSOCIATION
STAGE 3 MEDICAL ADAPTATIONS PROCEDURE**

Issue No	8
Responsible Officer	Maryjane Elder (SCSO)
Author	Lesley Fleming (CSO)
Date last amended	August 2017
Date effective from	August 2017
Review date	February 2022
Location	OVHA Cloud - Policies/Maintenance

Document Overview

This procedure is intended to ensure compliance with the relevant standards and good practice guide (AS2.4) and clarifies procedures in respect of the medical adaptation (Stage 3) process at Ore Valley Housing Association.

Background

Adaptations to homes can have many benefits. They can help people live independently, enable them to remain in their home for longer, prevent hospital admissions or allow for early discharge from hospital. Major adaptations such as the installation of a wet floor shower or lowering of kitchen cabinets can have a significant impact upon a person's quality of life and wellbeing. However, funding such adaptations independently is not always an option.

Financial support is available and, as outlined in the Housing (Scotland) Act 2006 and the Housing (Scotland) Act 2006 (Scheme of Assistance) Regulations 2008, must be provided by local authorities for the installation of standard amenities or for essential structural adaptations to a property. What support a person receives for adaptations depends upon the tenure of the property and how essential their need for the adaptation is.

There are four categories of tenure;

- Owner-occupier
- Private tenant
- Local Authority (LA) tenant
- Housing Association (HA)/Registered Social Landlord (RSL) tenant

For info, the following table outlines the differences between the four tenures in terms of permission to carry out works, funding the costs of the adaptations and organising for the work to be undertaken.

Tenure	Permission Needed?	Costs	Work
Owner-Occupier	No	Can be covered by a LA mandatory grant if the work is considered essential. Grants are made either at 80% or 100% if the person receives certain benefits. Any remaining costs must be met by the home owner. The LA has discretionary powers to award top up grant.	The work must be organised by the home owner but this can be supported by the local authority or organisations such as Care and Repair. However, work should not commence before written approval of a grant is received. Any relevant planning permissions should also have been received.
Private Tenant	Yes	Can be covered by a LA mandatory grant if the work is considered essential. Grants are made either at 80% or 100% if the person receives certain benefits. Any remaining costs must be met by the tenant.	The work ought to be organised by the tenant, with the agreement of the landlord. However, work should not commence before written approval of a grant is received. Any relevant planning permissions should also have been received.
Local Authority Tenant	Yes	The work will be paid for in full by the local authority (subject to availability of funding)	The local authority will organise any works and should consult with the tenant during the design process.
Housing Association Tenant	Yes	The work will be paid for by the HA, subject to the availability of funding.	The HA will organise any works and should consult with the tenant during the design process.

For all types of tenure, before support can be given, a person is often required to undergo an assessment of their need by the local authority (although, some local authority landlords and RSLs have self-referral policies for some types of adaptations). This is usually carried out by an Occupational Therapist.

Eligible Adaptations (List Not Exhaustive)

External

- Handrail at front or rear of dwelling
- Widening paths around property
- Modification or widening of steps
- Defining steps for people with visual impairment
- Outdoor lighting
- Paved areas for wheelchairs
- Carport or covered access for property
- Installation of ramp to front/rear access

Internal

- Widening or re-hanging of doors
- Re-positioning of door locks
- Replacing door knobs
- Installation of door call, entry phone
- Additional stair rail
- Alterations to windows
- Installation of stair lift
- Level access shower or adapted bath
- Alteration or relocation of taps, power supplies, lights, sockets and heating appliance
- Storage space for wheelchair
- Acoustic installation
- Warning or alarm systems
- Non-slip or tactile surfaces
- Letter cages or delivery shelf
- Alterations to kitchen storage or equipment

Major Works

- Extensions or alterations to provide suitable bedroom or bathroom for a disabled person
- Vertical through floor lift
- Redesign of existing kitchen
- Creation of hardstandings or other extension external alterations

Funding Medical Adaptations

Overview

Each year Ore Valley Housing Association is allocated funding from the Scottish Government to enable medical adaptations to be carried out. The Association, where possible, will also include a provision in their annual budget for minor adaptation works.

In accordance with the Scottish Government guidance a minimum threshold for claims for funding from individual properties will be £100. Therefore any adaptation work under £100 will be funded through the Association's own budget. Anything else will be claimed through the Scottish Government budget. All works, no matter how minor will be subject to funding availability.

Claiming Funding

Once the invoice has been approved and passed for payment, the Executive Support Officer (ESO) should complete a HAGA3 form.

This form should be sent to the Scottish Government at the following address along with the HAG Payment form, copy invoice and job specification.

The Scottish Government
Thistle House
91 Haymarket Terrace
Edinburgh
EH12 5HE
Tel: 0131 479 5347

A Development Allowance of 10% on work costs should be claimed for each adaptation carried out and this should also be detailed on the HAGA3 form.

Procedural Notes

- HAGA3 form must be completed for each property as multiple address applications will not be accepted by the Scottish Government.
- One HAG Payment form may be submitted per batch of claims along with the relevant HAGA3 forms and invoices.
- Copies of each claim should be filed on file 9.21 within the main filing system and a copy passed to the Finance Manager for information.
- The Stage 3 HAG Control sheet which is also held on this file should be updated every time a HAG claim is submitted to Communities Scotland.
- Copies of all blank forms are held on file 9.10 within the paper filing system

Procurement

In accordance with the Scottish Government, Associations have discretion to select how adaptation works are procured, up to the value of £15,000.

In accordance with the Association's Tendering Policy the following conditions apply;

- Work estimated to cost under £10,000 but exceeding £1,500 will normally require a minimum of 3 quotes prior to any commitment. Given that some adaptations are specialised, 3 quotes may be impractical, therefore a lesser number may be accepted subject to approval from a Manager.
- In accordance with the Association's Tendering procedures expenditure exceeding £10,000 will be subject to a full tendering procedure by a minimum of 4 tenderers

VAT Exemption

Given the Association's charitable status, medical adaptation works are eligible for VAT relief.

Requesting An OT Assessment

The Association can request an Occupational Therapist assessment to be carried out on the tenant's behalf or if the tenant wishes they can contact them directly. Requests for assessments should be made by the Housing Management Team and should include as much information as possible to allow the tenant's case to be prioritised correctly. Information should include the tenant's name, address, contact telephone number, date of birth, medical history and what potential adaptation work may be required.

Contact Details for Fife Council Social Work Service;
 East Fergus Place
 Kirkcaldy
 Fife, KY1 1XT
 Tel: 03451 55 00 00

Copies of the referral and all correspondence with the OT should be placed on the tenant file and on the Fife Council Request File 9.13 within the main filing system.

Processing Medical Adaptation Requests

The Technical Officer (TO) will have overall responsibility of processing and managing medical adaptation requests from receipt of the referral from the OT to completion and reporting on performance however he/she will be supported by the Customer Service Advisors (CSA) where required.

The Executive Support Officer (ESO) will work with the CEO to monitor the annual Stage 3 budget received from the Scottish Government.

Note - Prior to any works being instructed, the adaptation budget must be checked with the ESO to ensure there is adequate money available for the work to be carried out.

Once the referral letter from the OT is received it is the TO's responsibility to ensure that this is actioned as soon as possible to help reduce the amount of time for completion of the work as follows;

- **Minor adaptations** such as the installation of grab-rails, handrails, etc. should be raised on SDM and sent to the Reactive Maintenance Contractor within 24 hours (where possible) along with a VAT exemption form (VAT 6). **Remember to CC in Joanne Cargill**
- **Major adaptations** such as a wet floor shower should go out to quote ahead of a contractor being instructed to complete the work (As above). These quotes should

be requested within 24 hours (where possible) of receipt of a referral and should be returned within a max of 10 working days. Once the quote has been received, a preferred contractor should be selected and as with minor works, a work order should be issued with a completed VAT Exemption form (VAT 6). The work order should include the quote amount and a copy of the quote and be signed off by a manager on SDM. **Remember to cc in Joanne Cargill**

Note - If the VAT 6 Form is not completed and passed to the Contractor before goods are ordered and fitted, the Contractor will have no option but to charge VAT on the work

Holding Requests

There will be times when the work order cannot be raised immediately due to grant funding (e.g. OT referrals being received near the end of the financial year which require us to 'hold back' until the next financial year). These works should be processed as soon as the funds become available (the TO should check funding with ESO on a regular basis).

Outstanding Works

It is the responsibility of the TO to ensure that the completion of all work orders are monitored to ensure that work is carried out within the targeted timescale allocated. This can be monitored by running the Jobs Awaiting Completion report within SDM. The contracted should be contacted to find out the progress of the work. This will hopefully help reduce the length of time it takes the work to be completed.

Administration

Whilst processing and managing a medical adaptation request, documents should be saved onto the drive here; https://drive.google.com/open?id=0ByZ_xGtddabMTTBGOXdFcXF4VVU

Each address folder should contain a copy of the HA2 referral form from the OT (this may need to scanned if received by post), a copy of the work order and the VAT exemption form.

Note - you may need to create a new folder for the address or a sub folder within an address folder for the adaptation you are working on.

In cases where quotes have been requested, the original letter/email requesting a quote should be saved in the address folder too along with any quotes/responses received.

All correspondence from the contractor and/or tenant should be saved in the work order's diary for reference.

Reporting

Stage 3 medical adaptations are reported annually in the Annual Return of the Charter. In preparation for the completion of the ARC and to help the ESO monitor budget, the Medical Adaptations Performance Register should be updated as and when requests are received and work is completed.

The register can be found here;

https://drive.google.com/open?id=0B_UTPgfU-NbWWFSU0t1Z1ZpMGs